

# Email

## Service Description

The Email service uses Office 365 to provide cloud-based email, calendaring and email storage, which allows users to access the service virtually anytime and anywhere.

### 1. Email Includes:

- User account provisioning.
- Access to a global directory of state email addresses.
- Mailbox and calendaring storage.
- Email storage and archiving in compliance with state data/document retention policies.
- Encryption for outgoing email available if required.
- Virus scanning of all attachments.
- Spam filtering.
- Incident resolution through the DTO Service Desk.
- Office 365 licenses.

## Service Notes\*

- Each email account receives a fixed amount of email storage, as determined by the Office 365 Government Plan.

***\*See Service Detail for additional important Service Notes and Customer Responsibilities.***

## Customer Benefits

- **Efficiency** – Sharing a common cloud-based service allows for more cost-efficient operations and support.
- **Security** – Robust policies, controls and systems are designed to enhance security.
- **Scalability** – Users may be added or removed quickly as business needs change.
- **Support** – Support is provided by Admin staff members skilled in planning, provisioning, maintaining and troubleshooting the service.

## Service Rates

Service Offering	Cost per Month
Email Account	Contact ARM

## Email – Service Detail

### This Admin service includes:

- Email and calendaring user provisioning.
- Access to a global directory of state email addresses.
- Mailbox and calendaring storage.
- Email storage and archiving in compliance with state data/document retention policies.
- Encryption for outgoing email available if required.
- Virus scanning of all attachments.
- Spam filtering.
- Incident resolution through the DTO Service Desk.
- Office 365 licenses.

### Related Services

An Email customer might also be interested in these Admin services which are offered separately:

- Managed Workstation
- Managed Printer

### Service Level Objectives

#### ***Service Level Targets***

TBD

### Additional Service Notes

- Each email account receives a fixed amount of email storage, as determined by the Office 365 Government Plan.

### Customer vs. Admin Responsibilities

This section identifies in detail Admin and customer responsibilities for each service offering.

Responsibilities	Admin	Customer
Supply a workstation or other mail-capable device.		X
Supply and configure desktop client for accessing email (e.g., Outlook, Thunderbird).		X
Contact the DTO Service Desk to report an incident.		X
Plan, provision, maintain, troubleshoot and resolve issues related to the email service.	X	

All services are delivered in compliance with State of South Carolina Information Security policies, as presented in SCDIS-200.